Cheshire and Merseyside Provider Engagement Forum

4 December 2023 meeting notes

Introductions and icebreaker
Introductions were made and the ethos of the group as a truly collaborative group that shapes and develops jointly

The meeting broke out in to working groups to discuss what they wanted to be as a child and what brought them to ASC. It was suggested that the PEF may want to repeat this or a similar simple exercise with different groups at future meetings to allow further mixing, 'getting to know you' and collaboration between the PEF members

'What does positive and co-productive engagement look like?'
The group moved to answer the question 'What does positive and co-productive engagement look like?' LD noted that if the forum was to be a collaborative space then the idea of 'what is good and what do people want to see?' is at the heart of collaboration. The groups responses can be found on the Miro board but include themes that surrounded:
- collaboration and communication e.g. respecting differing views, transparency and honesty, shared voice and open communication, constructive feedback
- engagement and respect – treating others with respect, showing up and willingness to listen and learn, working together to cut through bureaucracy
- innovation and improvement e.g. having a space and ability to be innovative and creative, build on experience and assets
- purpose and contribution – shared sense of focus and purpose, wanting to make a difference, doing not being a passenger.

Overall, these principles serve as a guide to foster an environment where everyone can contribute effectively, ensuring that service design is inclusive, innovative, and impactful.

The potential to share the wealth of knowledge and experience in the room came through strongly when completing this exercise. Jeff Dawson noted the possibility of collaborating with third party training providers to provide upskilling, it was noted that this was an initial exercise and that the group may wish to collaborate with further types of organisations to bring on more innovation.

For Angela the key to good is communication to and from place and confidence that the voice is being heard as the aim is to improve service delivery.

How do we want to work together?

The attendees were asked to think about how they wanted to work together to ensure good collaboration, inclusiveness, representation etc. This information can be found in the Miro board and overall aims to foster a collaborative and inclusive environment, ensuring effective communication, clear objectives, and shared leadership, including:

- Emphasis on open and honest conversations with clear objectives to ensure effective leadership and teamwork.

- Utilise a mix of in-person and virtual meetings to accommodate diverse needs and ensure inclusivity.

- Maintain open agendas and rotate hosting responsibilities to encourage sharing of best practices and diverse perspectives.

- Clearly define roles and responsibilities to enhance accountability and efficiency.

- Encourage collaboration between commissioners and providers for joint leadership and decision-making.

- Establish clear targets and timelines to monitor progress and keep the team on track.

- Recognize and celebrate both small wins and major achievements to motivate and engage team members.

- Ensure that digital platforms do not exclude any participants, promoting accessibility for all. Utilize social media groups and focused online spaces for information sharing and record-keeping.

- Engage in practical team-building activities focused on agreed areas of focus or issues. Provide opportunities for networking outside of formal meetings to strengthen relationships and collaboration.

- Conduct frequent meetings during the initial phases, transitioning to workshops and task and finish groups with advanced subjects as needed.

There was a really good discussion around the ideas and it was noted that this is a work in progress and ideas are developing so we don't have to be perfect from the start and we can work and listen to each other to find what works best.

Shared values

The group examined the top 3 shared values they wanted to bring to the PEF to enable working together. This was achieved via online voting to create a word cloud (in supplementary documents). Again, discussions took place around what people had submitted and included how the values fed into the flow of information and the motivation and drive.

Actions

- Scoping out purpose, roles and responsibilities

- Meet again in new year to start considering areas of focus and development needs.